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12 HILLAIRE LANE
RICHMOND, VIRGINIA 23229

PAMELA PROFFITT, J. D.
RICHARD P. FOWLER, J. D.

SCANNED
BY SS
DATE 9-8-04

STATE CORPORATION COMMISSION
RECEIVED
TELEPHONE/FAX
SEP - 8 2004 (804) 255-3839
DIVISION OF COMMUNICATIONS
RICHMOND, VA

August 17, 2004

Larry Kubrock
Division of Communications
P.O. Box 1197
Richmond, VA 23218

Dear Mr. Kubrock:

I would like to provide some comments regarding burial of power lines. We have lived in Richmond all of our lives. My husband and I spent the first 31 years of our marriage in a house near Monument and Libbie Avenue. We rarely lost our power in that house. We would have only lost power for a short time during Isabel had it not been for the neighbor's tree falling on the line.

In April 2004 we moved to 12 Hillaire Lane, Richmond, VA 23229 (Glenbrooke Hills, River Road Corridor). We lost our power 5 times in July and once already in August. When we lose our power, it is for extended periods of time - eight or more hours. The slightest weather, such as rain or lightning, causes us to lose our power. We lose our power on clear, sunny days.

Dominion Power has told the neighbors that they will bury our cable to a more stable transformer if we pay \$12,000.00. We feel it is inappropriate for Dominion to expect us to pay them for the privilege of having reliable service. The families across the street have reliable service. We do not understand why we do not receive the same reliable service. We pay the same rates and fees. They have power and we do not.

We do not know whether the lines need to be buried or not, but we do know that Dominion needs to do something that will enable them to provide us with reliable service.

Thank you.

Very sincerely,


Pamela Proffitt